

NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST
BOARD OF DIRECTORS MEETING

Meeting Date: 28 January 2014

Title and Author of Paper: Preparation for Quality Account 2014-15
Lisa Quinn, Executive Director of Performance & Assurance

Key Points to Note:

1. There has been no current change to publications relating to Quality Account content at this time
2. The timetable for the production of the Quality Account is attached to this paper for information.
3. It is proposed that there is continued alignment between Quality Priorities and CQUIN targets in 2015/16.
4. A request was made in December for potential Quality Priority themes for 2015/16 and these have been included incorporating comments received from the Council of Governors on the 13 January 2015.

Outcome required: For information only

BOARD OF DIRECTORS

28 January 2015

Quality Account 2014-15

PURPOSE

To notify the Board of the proposed process and timetable for the production of the 2014-15 Quality Account and to provide suggestions for Quality Priority themes for 2015/16.

BACKGROUND

The NHS Quality Accounts represent a critical part of the overall quality improvement infrastructure and quality reporting has been placed on an equal footing with financial reporting.

Quality improvement is at the core of NTW's values, placing users and carers at the centre of everything we do and a key objective within its integrated business plan through modernising and reforming services to meet individual and community needs.

Our 3 Quality Goals are:

1. **Patient Safety:** Reduce incidents of harm to patients
2. **Patient Experience:** Improve the way we relate to patients and carers
3. **Clinical Effectiveness:** Ensure that the right services are in the right place at the right time for the right person

In the summer of 2015 NTW will publish its 6th Quality Account - a proposed timetable for the production and publication of the 2014-15 Quality Account has been attached to this paper as **Appendix 1**.

The current (2014/15) quality priorities are listed for reference at **Appendix 2** with a prediction of the likelihood of achievement by the 2014/15 financial year end.

A request was made in December for potential Quality Priority themes for 2015/16 and these are detailed below incorporating comments received from the Council of Governors on the 13 January 2015.

<p>Patient Safety (drawn from the themes of the Patient Safety Programme)</p>	<ul style="list-style-type: none"> • To further enhance the quality of Risk Assessment and the management of risk – this will include the principle and practice of positive risk taking
<p>Patient Experience (drawn from our internal patient feedback information)</p>	<ul style="list-style-type: none"> • To improve communication to and involvement of carers and families • To further develop the work of our Recovery college (including Peer Support) – expansion of 14/15 priority.
<p>Clinical Effectiveness (provided by Clinical Effectiveness Committee members)</p>	<ul style="list-style-type: none"> • Improving Outcome measurement • To further develop physical health monitoring and intervention • Increase recording of diagnosis in community teams – linked to NICE guidance

These broad themes will be worked into more detailed proposals with relevant staff by February 2015.

RECOMMENDATIONS

The Board is asked to consider which of the above themes should be developed into Quality Priorities for 2015/16.

Lisa Quinn
Executive Director of Performance & Assurance
January 2015

Appendix 1 – Quality Account 2014-15 Draft Timetable

Paper	Date	Governance Forum
Quality Priorities – recommendations 2015/2016	13 January 2015 19 January 2015 21 January 2015	Council of Governors CDT Quality & Performance
Discuss Quality Priority themes for 2015/2016	28 January 2015	Trust Board
Discuss Quality Priority themes for 2015/2016 and agree area to be audited from 2014/2015 Quality Account	10 February 2015 or 10 March 2015	Council of Governors
Quality Accounts Draft 1	14 April 2015 20 April 2015 22 April 2015 29 April 2015	Partners Event CDT Quality & Performance Trust Board
Quality Accounts Draft 2 (Final)	12 May 2015 18 May 2015 20 May 2015 20 May 2015 27 May 2015	Council of Governors CDT Quality & Performance Audit Committee Trust Board

Appendix 2 – Current Quality Priorities

Goal:	Priority	Aim/objective	RAG	Lead
Reduce incidents of harm to patients	1	To improve the assessment and management of risk		Rajesh Nadkarni
Improve the way we relate to patients and carers	1	Greater choice, quality of food and timing of meals to inpatient areas.		Anne Moore
	2	To improve the referral process and the waiting times for referrals to multidisciplinary teams.		Gail Bayes
Ensure the right services are in the right place at the right time for the right person	1	Enhancing the quality of care in in-patient units and developing fit for purpose community teams.		Russell Patton
	2	To widen the roll out across the Trust of the Wellness Recovery Action Plan (WRAP) tool		Elizabeth Moody
	3	To improve service user recovery using the Improving Recovery through Organisational Change (ImROC) 10 key challenges to support service user recovery tool		Anthony Deery